



VOLUNTEER PROGRAM

Welcome

Welcome to the City of Chula Vista's Volunteer Program. Your willingness to volunteer your time and talent is greatly appreciated.

The City of Chula Vista has a long history of volunteerism, from our founding community members to the over 1,000 volunteers today that give their time and skills. Without our volunteers, Chula Vista would not be the growing, family friendly community that we are. Volunteer work can be a challenging and rewarding experience and provides opportunities to meet many other dedicated people who serve the citizens of Chula Vista. We are proud of our volunteers and the valuable service they provide.

As a volunteer, you are a representative of the City of Chula Vista to the community. The enclosed materials will provide you with general information about the City's policies to assist you in becoming a positive representative. We ask that you review the materials carefully.

Thank you for giving back to our community by volunteering. We hope you enjoy your time with us.

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What is Expected Of Our Volunteers?

The City is very grateful to our volunteers for their time and commitment to the betterment of the City. In order to maintain a productive relationship, we have some expectations of you that we want you to be aware of:

- We expect our volunteers to abide by the policies and procedures presented to them during volunteer training and as updated thereafter.
- We expect that our volunteers will bring their ideas, constructive comments, suggestions or criticisms directly to their supervisor.
- We expect our volunteers to report communication problems between employees or other volunteers to their supervisor.
- We expect that our volunteers will not provide information to (or about) current or former employees, donors, volunteers, animal owners, or animal adopters to anyone unless their supervisor has approved divulging such information.
- We expect our volunteers to make a volunteer commitment of at least 30 hours or the minimum required by the position they are selected for.
- We expect that if a volunteer is unable to complete the project or assignment that they have been given that they immediately notify their supervisor so that other arrangements can be made.
- We expect that our volunteers will be professional and productive.
- We expect that our volunteers will maintain a high degree of ethical standards and be law abiding in all respects.
- We expect that our volunteers will not represent the City to the media and that they will report any attempted contact from the media immediately to their supervisor.
- We expect that our volunteers will immediately report any injury or illness to their supervisor.
- We expect that our volunteers will not bring valuable personal items to the work site as damage or loss to personal property is not reimbursable.
- We expect that our volunteers will be dressed appropriately for the duties that they will be performing.

If a volunteer fails to meet our expectations or if they are unable to perform the tasks and duties to the satisfaction of the City, their assignment may be terminated at any time at the discretion of the department.

Overview of City Policies

GENERAL AND SEXUAL HARASSMENT POLICY

Zero tolerance policy.

It is the policy of the City of Chula Vista that no volunteer shall engage in discrimination, including harassment, based on individual's age (over 40), race, national origin, religious creed, color, creed, medical condition, disability, sex, and/or sexual orientation. The volunteers of this City have the legal right to work in a discrimination-free environment.

SUBSTANCE ABUSE POLICY

Volunteers should not be at work under the influence of alcohol or drugs (whether legal or illegal), shall not use or possess alcohol or drugs while on duty and shall not sell or provide alcohol to any person while on duty. Volunteers in violation will be released immediately.

WORKPLACE VIOLENCE PREVENTION

Violence, or the threat of violence will not be tolerated in any form. It is inappropriate to use violence or threats of violence for any reason or in any way interfere with providing a safe workplace. Volunteers are expected to conduct themselves in accordance with the policies and regulations of the City.

INTERNET / EMAIL GUIDELINES

Internet and e-mail are for official City business only. All messages transmitted and received as well as files on computer are not private and subject to review by authorized personnel. Sending, receiving, or viewing sexually-oriented messages or images are strictly prohibited. Internet and e-mail is a privilege that is subject to revocation at any time.

MOTOR VEHICLE GUIDELINES

Volunteers who drive either their personal or City-sponsored vehicles during the course of their volunteering are required to have:

- valid California driver's license
- current proof of insurance

No volunteer may operate a City-owned vehicle with a revoked or suspended license. Any damage to the volunteer's personal vehicle or damages caused by the volunteer are the responsibility of the volunteer.

Dress Code

The dress code for the volunteers and employees of the City of Chula Vista shall be in accordance with appropriate office attire and attire for library, recreation, and other City operations. The dress code may vary slightly depending on volunteer location and assignment.

Garments should cover the body and avoid exposure. Short shorts, tank tops, etc., are NOT appropriate. Wear shoes that are comfortable and safe. Library volunteers must wear close-toed shoes.

Headgear such as hats, caps, and scarves are not acceptable during working hours except outdoors when necessary for protection from the elements. Clothing must present a business-like appearance by being clean, neat and in good repair.

Should you have any questions, or need more specific information about your dress code, please speak with your supervisor.

Background Check

What is a criminal background check?

A State of California search of your history of arrest, arresting agencies, booking numbers, charges, and dispositions. The background check is conducted based upon your fingerprint data and social security number. The background check is required of all volunteers over the age of 18.

How do I get my fingerprints taken?

1. Appointments are scheduled by the Volunteer Coordinator. No walk-in appointments are accepted.
2. Fingerprints are taken at the Chula Vista Police Department. There is no charge for this service.
3. You will be notified once you have been cleared. You can then start your volunteer or intern hours.

Releasing a Volunteer

The City reserves the right to release services at any time and for any reason. Departments also have the ability to make professional judgments on a volunteer's behavior and determine it to be inappropriate.

Grounds on which a volunteer can be released:

- The volunteer is no longer able to perform the duties of the position and is not performing duties appropriately.
- The volunteer has engaged in inappropriate behavior.

Some of the inappropriate behaviors that the City will not tolerate are: sexual or general harassment; cultural intolerance; abuse of children or elderly and verbal and/or physical abuse of any individual.

CITY OF CHULA VISTA

GENERAL AND SEXUAL HARASSMENT POLICY

POLICY DISCUSSION

The City of Chula Vista is committed to maintaining a workplace environment free from all forms of discrimination and harassment including sexual harassment. The purpose of this written policy statement is to familiarize volunteers with the legal and moral parameters of harassment. Harassment is not only illegal, it creates a negative work environment that reduces productivity and morale, undermines the integrity of the workplace and destroys professionalism. It is the legal right of every individual to be able to work in a place that is free from discrimination and harassment. It is the duty of all individuals to abide by this policy and the duty of all supervisors and managers to implement this policy to avoid unnecessary legal and personal conflicts.

BACKGROUND

The legal framework on which the Courts have based their decisions regarding harassment are founded upon Federal and State Laws entitling citizens to civil rights. Specifically, Title VII of the Civil Rights Act of 1964, Section 703, the Americans with Disabilities Act of 1990, California Government Code Sections 12940 & 12921, Labor Code Section 1102.1, and other pertinent references clearly state that harassment including sexual harassment, which is a form of discrimination, is in violation of an individual's civil rights; therefore, illegal. The impact of enforcement of these laws has mandated employers to develop, implement, and enforce a progressive policy statement prohibiting harassment in order to receive funding and/or avoid costly litigation proceedings.

REFERENCES

Title VII of the Civil Rights Act of 1964, Section 703
EEOC Final Guidelines
California Administrative Code, Title 2, Section 7282.6
California Government Code Sections 12940, 12921, and 11135
Americans with Disabilities Act, 1990 (effective January 26, 1992)
Labor Code Section 1102.1

POLICY STATEMENT

It is the policy of the City of Chula Vista that no volunteer shall engage in discrimination, including harassment, based on an individual's age (over 40), race, national origin, religious creed, color, creed, medical condition, disability, sex, and/or sexual orientation. The volunteers of this City have the legal right to work in a discrimination-free environment.

GENERAL HARASSMENT

Harassment is defined as unsolicited and unwelcome behavior based on a protected class such as race, religious creed, color, sex, national origin, creed, medical condition, disability, age (over 40), or sexual orientation which can be, but not limited to, written, verbal, visual or physical behaviors. These behaviors can be directed at a specific individual or their family member(s). These behaviors can also be directed at one individual but offend another. Or these behaviors may not be directed at any individual in the workplace but their presence is offensive to one or more co-workers. Such behaviors include:

1. Verbal harassment, e.g., epithets, derogatory comments, slurs, jokes or degrading words used to describe an individual or a protected class;
2. Physical harassment, e.g., assault, unwanted touching, impeding or blocking movement, or any physical interference with normal work or movement;
3. Visual forms of harassment, e.g., derogatory posters, cartoons or drawings;
4. Excluding or ostracizing an employee based on race, religion, color, sex, creed, disability, age and/or sexual orientation.

SEXUAL HARASSMENT

Sexual harassment is a violation of Section 703 of Title VII of the Federal Civil Rights Act of 1964 and the State of California Government Code Section 12940. Unwelcome sexual advances, requests for sexual favors, and other verbal, visual or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made explicitly or implicitly as a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual; or
3. Such conduct affects or has the potential to affect an individual's work performance or creates an intimidating, hostile, or offensive working environment.

For the purpose of further clarification, sexual harassment includes but is not limited to:

1. Sexually suggestive or obscene letters, notes, or invitations;
2. Sexually derogatory comments, such as sexual jokes, remarks, questions, teasing, leering, or gestures;
3. Touching, patting, pinching, impeding or blocking movement;
4. Sexually suggestive objects, such as pictures, cartoons, posters;
5. Continuance of expressing sexual interest after being informed that the interest is unwelcome;
6. Requesting sexual favors as a condition of volunteering;
7. Engaging in implicit or explicit coercive sexual behavior which is used to control, influence or affect the career, and/or work environment of another individual;
8. Engaging in harassment of an individual due to their sexual orientation.

CITY OF CHULA VISTA

GENERAL AND SEXUAL HARASSMENT POLICY

COMPLAINT PROCESS

If a volunteer believes that he/she has been subject to any form of harassment including sexual harassment or are being discriminated against based on the State and/or Federal laws previously cited, they have the right to file a formal or informal complaint. Before a complaint is filed, ***it is recommended that the violated volunteer acknowledge to the harasser that their behavior is offensive, unwanted or derogatory.*** If harassment continues to persist, a complaint with the City should then be filed.

A volunteer also has the right to file a complaint of discrimination with the California Department of Fair Employment and Housing whether or not they have filed a complaint with the City. Complaints must be made within (1) one year of the harassment. To file a complaint, either call (800) 884-1684 or file a complaint in person at 350 West Ash Street, Room 950, San Diego. The complainant, as well as other individuals who support the complainant, are protected against any retaliatory action stemming from the complaint. Those individuals involved in any retaliatory events will be subject to release.

COMPLAINT PROCEDURE

Informal Procedure

The allegation of general or sexual harassment should be discussed with any of the following at the complainant's choice: the complainant's supervisor, Department Head, the Assistant Director of Human Resources, the Director of Human Resources, a Deputy City Manager or Assistant City Manager. The complainant's supervisor and/or Department Head shall be informed and meet with the complainant in an attempt to resolve the complaint at the departmental level. This should be done within a reasonable period of time from when the incidence or action affecting the volunteer occurred. If the complainant is not satisfied with the results of the informal procedure, they may initiate the formal procedure.

Formal Procedure

Step 1

The complainant shall file a written or verbal complaint with the Director of Human Resources. The Director of Human Resources, upon receipt of the complaint, will inform the appropriate Department Head and supervisor of the allegation. The Director of Human Resources, within (10) ten working days, will assemble a fact finding committee to review the complaint. The fact finding committee will include a Human Resources Department representative and an appointee of the City Manager. The investigation process shall be conducted in a timely manner.

The complaint will be reviewed to:

1. Determine applicable legal basis of the complaint.
2. Determine if sufficient grounds exist to substantiate the validity of the complaint which includes interviewing the complainant, alleged harasser, witnesses and any other individual who may have relevant information substantiating or refuting the allegation.

Step 2

Upon the completion of the investigation, all parties involved will be informed of the findings within (10) ten working days. The fact finding committee will report the results of their investigation to the Director of Human Resources, the Department Director, the complainant and the alleged harasser. If the investigation does not yield sufficient evidence to substantiate the allegation, all parties involved will be notified of the findings and the case will be terminated at this step.

Step 3

If it is determined that general or sexual harassment has occurred, the Department Director will initiate appropriate disciplinary action which may be up to and including termination. The severity of the discipline will be determined by the severity and/or frequency of the offense.



Human Resources Department Policies and Procedures

| | | |
|-------------------------------|---|--|
| AUTHORITY: Human Resources | SUBJECT: Workplace Violence Prevention | POLICY #: 811 |
| NEW POLICY: | REVISED POLICY: Reformatted Only 1/2008 SUPERSEDES: | EFFECTIVE DATE: July 2002 |
| Page 1 of 6 | | |

PURPOSE The goal of the City of Chula Vista is to provide every employee a safe work environment. To this end it is the City's policy that violence, or the threat of violence, in the workplace will not be tolerated in any form. It is inappropriate to use violence or threats of violence for any reason or to in any way interfere with providing a safe workplace. Employees are expected to conduct themselves in accordance with the policies and regulations of the City.

It is the policy of the City to provide all employees, managers, supervisors, and department heads with training and instruction on general and job-specific workplace security and practices, workplace violence types, and on this Workplace Violence Prevention policy.

SCOPE This policy pertains to all employees and persons conducting business with City employees or participating in programs on City property.

DEFINITIONS

- A. Employee- Every person performing work for, or on behalf of, the City of Chula Vista including but not limited to all employees regardless of bargaining unit, classification or salary status, volunteers, contractual personnel, and all elected and appointed officials.
- B. Public- The public includes, but is not limited to customers, vendors, ex-employees, taxpayers, or strangers.
- C. Workplace violence- Violence in which an individual or group inflicts, or threatens to inflict, on others at the place of work:
 - 1. Damage to personal or City property
 - 2. Physical or emotional harm or injury
 - 3. Death

- D. Violence-An intense and extreme behavior used to frighten, intimidate, injure, damage, or destroy another person or property. It is usually an expression of anger, and can include but is not limited to the following forms:

- 1. Gestures
- 2. Innuendo
- 3. Intimidation
- 4. Physical Force
- 5. Retaliation
- 6. Rough action
- 7. Self-prediction of loss of control
- 8. Stalking
- 9. Strong negative feeling or emotion
- 10. Threats
- 11. Violation of another's rights or sensibilities
- 12. "Jokes" that imply serious physical or emotional harm or injury will occur

- E. Threat- A direct or implied expression of intent to inflict physical or emotional harm or injury and/or actions that a reasonable person would perceive as a threat to physical safety or property. The following are some examples of behaviors that may be considered threats:

- 1. Threats communicated in any form, which include descriptions of what the violent person plans to do.
- 2. Threatening conduct, such as intimidating others, showing off or actually brandishing a weapon or part of a weapon.
- 3. Bizarre statements or actions threatening physical or emotional harm often stemming from a perceived work injustice, or interpersonal conflict.
- 4. Obsessions, such as apparently nursing a grudge against a coworker or supervisor or from frustrated romantic interests.
- 5. "Jokes" that imply serious physical or emotional harm will occur.

Additionally, because intent may not always be discerned by co-workers, jokes about physical acts of violence will not be tolerated.

PROCEDURES

Managers

In the event of a direct or implied threat, or an act of violence, the immediate supervisor or responsible person must:

- a. If the action warrants, contact the Chula Vista Police Department for assistance (691-5151). In the event of an emergency call 911.
- b. Immediately reassure the employee who was threatened, harmed or injured that threats or acts of violence will not be tolerated, and that an investigation will take place. The employee should be strongly encouraged to use the services of the Employee Assistance Program (EAP). Supervisors have the discretion to release the threatened employee for the remainder of the day or to change the work locations of the employee(s).

- c. If the action warrants, contact the Chula Vista Police Department for assistance (691-5151). In the event of an emergency call 911.
- d. Immediately reassure the employee who was threatened, harmed or injured that threats or acts of violence will not be tolerated, and that an investigation will take place. The employee should be strongly encouraged to use the services of the Employee Assistance Program (EAP). Supervisors have the discretion to release the threatened employee for the remainder of the day or to change the work locations of the employee(s).
- e. Immediately inform the accused employee that threats or acts of violence will not be tolerated and that an investigation will be conducted and disciplinary action may follow. Employees may be required to use the services of the EAP.
- f. Take reasonable steps to prevent escalation of threats or acts of violence. Managers and Supervisors should avoid making counter-threats to or humiliating the employee who is allegedly threatening violence.
- g. If a City employee makes a threat and presents a danger by his or her presence on the job, the department together with Human Resources will immediately evaluate the need to remove the employee who allegedly made the threat or committed the act of violence from the workplace.

Department Heads or Managers will contact Human Resources for assistance on appropriate action to take before the employee can return to work, or to seek guidance for the conduct of the investigation. The department, with Human Resources when assistance is required, will conduct a full investigation of the facts by gathering information from individuals who were at the scene where the alleged threat or act was committed.

- h. Supervisors and Managers will take measures, appropriate for the situation, to prevent harm to persons or property.

Employees

- a. All threats need to be taken seriously and must be reported. Employees who become aware of an allegation that a threat may have been made must promptly notify the department management of the details of the alleged threat. The report of an act or a threat of violence should include at the minimum the information listed under the Investigations Section below.
- b. In the event an employee obtains a restraining order against another person that involves a restriction against the person coming to the workplace, regardless of whom that person is, the employee must report this information to his or her department head and Human Resources. Under certain circumstances the City can offer assistance in obtaining a restraining order against persons who are harassing, threatening or stalking employees.

- c. In the event an employee obtains a restraining order against another person that involves a restriction against the person coming to the workplace, regardless of whom that person is, the employee must report this information to his or her department head and Human Resources. Under certain circumstances the City can offer assistance in obtaining a restraining order against persons who are harassing, threatening or stalking employees.
- d. If an individual who has allegedly made a threat unexpectedly arrives at the workplace, the employee making the observation must immediately notify his or her supervisor and Human Resources, who will then advise the department or division manager and call the Chula Vista Police Department for assistance.
- e. In the event an employee obtains a restraining order against another person that involves a restriction against the person coming to the workplace, regardless of whom that person is, the employee must report this information to his or her department head and Human Resources. Under certain circumstances the City can offer assistance in obtaining a restraining order against persons who are harassing, threatening or stalking employees.
- f. If an individual who has allegedly made a threat unexpectedly arrives at the workplace, the employee making the observation must immediately notify his or her supervisor and Human Resources, who will then advise the department or division manager and call the Chula Vista Police Department for assistance.

Investigations

1. An investigation, will immediately follow a report of an act or threat of violence. An investigation may include a search of personal property and/or City property including areas such as desks, lockers, and vehicles. An employee will be given reasonable notice prior to the search. The employee need not be present for the search to begin. The investigation will be conducted by the Department Head and Human Resources and may include Police Department personnel.
2. Prior to beginning any investigation, the investigating officer must become aware of employees' rights in such circumstances. This must be done prior to interviewing any witnesses or the accused employee.
3. Through regular fact-finding procedures the investigating officer must document what was said, what was heard, and when the alleged threat was made or act of violence took place.

Investigations

4. An investigation, will immediately follow a report of an act or threat of violence. An investigation may include a search of personal property and/or City property including areas such as desks, lockers, and vehicles. An employee will be given reasonable notice prior to the search. The employee need not be present for the search to begin. The investigation will be conducted by the Department Head and Human Resources and may include Police Department personnel.
5. Prior to beginning any investigation, the investigating officer must become aware of employees' rights in such circumstances. This must be done prior to interviewing any witnesses or the accused employee.
6. Through regular fact-finding procedures the investigating officer must document what was said, what was heard, and when the alleged threat was made or act of violence took place.
The following questions must be answered:
 - Who committed the act or threat of violence and the names of any victims or potential victims or any witnesses
 - What was said or done (be exact as possible)
 - When did the incident occur
 - Where did the incident take place
 - Why was the act committed (if known, example: "the employee was just evaluated by his/her supervisor")
7. Collect written statements from everyone involved. Take pictures of any personal injury or property damage.
8. A written report covering the investigation of the act or threat of violence and a description of the resolution, if any will be issued by the Human Resources Department to the City Manager. A copy of the report will be kept in a confidential file in Human Resources.
9. If an employee is found to have violated this policy, he or she will be provided all due process rights and will subject to discipline up to and including termination.

RESPONSIBLE PARTY

Employee: Every employee is responsible for compliance with this policy, and is required to report any and all acts or threats of violence immediately to his or her supervisor. Employees will be protected against any acts of retaliation or reprisal.

Supervisors and Managers: It is the responsibility of all supervisors and managers, within the City to ensure that a safe and violence free workplace exists. Potential exposure to workplace violence can be reduced with a strong commitment to a safe workplace and the day-to-day involvement of managers, supervisors and employees.

RELATED POLICIES

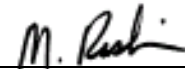
None

REFERENCES

City of Chula Vista Civil Service Rules

FORMS

N/A



Director of Human Resources

1/18/08

Date



Human Resources Department Policies and Procedures

SUBSTANCE ABUSE POLICY

SECTION ONE - ADMINISTRATION

I. INTRODUCTION

The City recognizes that behavior resulting from the use of alcohol and/or other drugs detrimentally affects work performance, safety, security, public confidence in the City's workforce; and presents a risk to City employees, volunteers and the health and welfare of the citizens of Chula Vista.

In recognition of the City's responsibility to maintain a safe, healthful and productive work environment, and each volunteer's responsibility to perform work for the public safely, effectively and efficiently, the City will act to eliminate any substance abuse which increases the risk for accidents, absenteeism, sub-standard performance, poor morale or damage to the City's reputation. Substance abuse includes the use or possession of illegal drugs, alcohol or controlled substances that could impair an employee's ability to perform his or her job safely, effectively, and efficiently.

II. PURPOSE

This policy sets forth the City position regarding substance abuse and provides guidance to volunteers in addressing substance abuse issues.

III. POLICY

It is the policy of the City of Chula Vista that volunteers shall not be at work under the influence of alcohol or drugs, shall not use or possess alcohol or drugs while on duty and shall not sell or provide drugs to any person while on duty.

Use of medically prescribed drugs is not a violation of this policy. Volunteers must notify their supervisor before beginning work, however, when taking drugs that may interfere with the safe and effective performance of their duties. Volunteers reasonably believed to be under the influence of alcohol or drugs shall be prevented from engaging in further work and shall be requested to remain on the premises for a reasonable time until an authorized City representative or law enforcement representative can arrange transport of the volunteer from the work site to home.

The City reserves the right to search, without volunteer consent, all areas and property in which the City maintains full or joint control with the volunteer for the purpose of detecting alcohol or illegal drugs. Areas in which the City maintains full control include but are not limited to all City owned properties and buildings and City owned equipment Areas jointly controlled by the City and the volunteer include but are not limited to desks, lockers, file cabinets, office cabinets and bookshelves. The City may notify the appropriate law enforcement agency if it is believed that a volunteer may have illegal drugs in his or her possession.

SECTION TWO - MANAGEMENT AND SUPERVISORY GUIDELINES

PURPOSE

These guidelines outline the responsibilities of City Management and supervisors for the management of substance abuse deterrence.

SUPERVISORY AND MANAGEMENT RESPONSIBILITIES AND GUIDELINES

- A. Managers and supervisors are responsible for consistent enforcement of this policy.
- B. Managers or supervisors may decide that an individual may no longer volunteer for the City when reasonable suspicion exists that a volunteer is intoxicated or under the influence of drugs or alcohol. "Reasonable suspicion" is a belief based on objective and specific facts sufficient to lead a reasonably prudent person to suspect that an employee is under the influence of drugs or alcohol to the extent that the volunteer's ability to perform the functions of the job appears to be impaired.

For example, any combination of the following may constitute reasonable suspicion of substance abuse or other health related problem that requires attention:

1. Slurred or thick speech;
2. Alcohol on breath;
3. Inability to perform work properly;
4. Physical altercation where blows are exchanged;
5. Problems walking or other physical activity impairment;
6. Unusual, anti-social behavior that is so unusual that it warrants summoning a supervisor or anyone else with authority;
7. Possession of alcohol or drugs;
8. Eyes that stare blankly or appear glassy;
9. Wide and severe mood swings;
10. An accident involving City property.

It is recognized that some medical problems may cause similar symptoms as those identified above.

- C. Managers and supervisors must deal with suspected offenders as discreetly, inconspicuously and confidentially as possible.
- D. Upon suspecting a volunteer of being under the influence of drug and/or alcohol, the City Wide Volunteer Coordinator's office is to be contacted. If no one is available, please contact Risk Management.
- E. Managers and supervisors shall not physically search volunteers, but should request that they remain on the premises until lawful authority for searching is obtained.
- F. Managers and supervisors shall notify the appropriate law enforcement agency when they have reasonable suspicion to believe that a volunteer may have illegal drugs in his or her possession or in an area not jointly or fully controlled by the City.
- G. Managers and supervisors may search areas jointly or fully controlled by the City; however, in the event such area is occupied by a Peace Officer defined under Penal Code Sections 830.1, 830.2, 830.3, 830.4 and 830.5, all searches shall be consistent with Government Code Section 3309 (Police Officer bill of Rights).
- H. **Managers and supervisors shall not confiscate, without consent, prescription drugs or medications from a volunteer who has a valid prescription for same.**



Human Resources Department Policies and Procedures

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| AUTHORITY: Human Resources | SUBJECT: Internet and Electronic Mail | POLICY #: 909 |
| NEW POLICY: | REVISED POLICY: SUPERSEDES: | EFFECTIVE DATE: August 10, 2005 |
| Page 1 of 4 | | |

PURPOSE

The purpose of this policy is to provide guidelines on the proper use of electronic messaging and Internet access for authorized users.

POLICY

It shall be the policy of the City of Chula Vista that all employees abide by these guidelines and restrictions when using the services of internal and external e-mail and other information services such as the Internet's world wide web. Unacceptable use of the Internet or City's e-mail system can result in discipline up to and including termination.

SCOPE

1. The use of the Internet and e-mail are privileges, not rights, which may be revoked at any time for unacceptable use as described in this policy.
2. As required to perform City business, the City Manager or his/her designee may authorize individuals to access the Internet via City systems and/or equipment and use the e-mail system.
3. The Internet access server, firewall, associated security, communications, networking and microcomputer systems and components used to access the Internet and e-mail are owned and operated by the City of Chula Vista and the contents of all communications using these may be reviewed in the course of business without the advance notice or consent of the sender or recipient.
4. All messages received and transmitted to a City employee's e-mail system are not private.
5. For security and administrative purposes, the City reserves the right to review system use and file content by authorized personnel without the advanced notice or consent of the sender or the recipient.
6. The City reserves the right, for any reason, to remove a user's access to the Internet to prevent further unauthorized activity.

DEFINITION

N/A

PROCEDURE

Acceptable Use:

1. Communications with professional associations, governments, universities, businesses and/or individuals associated with the facilitation of City business, research, and education efforts as authorized by the City Manager or his/her designee.
2. The occasional use of social electronic mail (using the City's e-mail system) via the Internet or personal use of the Internet's World Wide Web on the employees own time is permitted as long as it does not interfere with regular City business, is not excessive, and does not cause an adverse impact (i.e., congestion, viruses, etc) on the City's electronic networks.
3. Distribution of information to the general public whereby such information is made available under the City's guidelines and policies for the release of information, the Freedom of Information Act, and the California Records Act.
4. Users of the City of Chula Vista's Internet and e-mail will:
 - a. Remember that electronic communications sent from the City travel on City of Chula Vista's electronic equipment and as such, are the same as if they were sent on the City of Chula Vista's letterhead.
 - b. Be aware that in the normal course of system operations an audit log is recorded and maintained of all Internet sites sent to or received from by all Internet users.
 - c. Assume that all communications via the Internet can be read by systems administrators or other parties.
 - d. Take all required precautions against the importation of computer viruses.
 - e. Make diligent efforts to conserve system resources by frequently deleting unused files and e-mail messages. Use caution when opening e-mail attachments (especially from senders you do not know) and be wary of multiple e-mails with the same subject from many different people.
 - f. Refrain from downloading and/or installing ANY software program (including screensavers) directly from the Internet. The City provides an INTRANET site for software such as Adobe Acrobat and others. Users will contact the MIS microcomputer specialist if they require software other than what is provided on the INTRANET. MIS will then obtain the software and include it on the INTRANET site if appropriate.
 - g. Use common sense at all times.

Unacceptable Use:

1. To gain unlawful access to information or computer and communications resources.
2. Intentional introduction of, or experimentation with, malicious computer code such as computer viruses.
3. Illegal, fraudulent, or malicious activity; political activity such as campaigning; religious promotion; or commercial activity on behalf of organizations or individuals who have no affiliation with the City.
4. Transmission of materials in violation of applicable copyright laws or patents.
5. The sending of messages that are likely to result in the loss of recipient's work or system and any other types of use which could cause congestion of the electronic network or otherwise interfere with the work of others. This includes, but is not limited to items such as transferring very large files or files which contain computer viruses.
6. Users of the City of Chula Vista's Internet and e-mail are **prohibited** from:
 - a. Taking actions that cause interference to the City's electronic network or the work of others. This includes, but is not limited to items such as listening to the radio via the Internet, transferring very large files or files which contain computer viruses.
 - b. Downloading and/or installing ANY software program (including screensavers) directly from the Internet. The City provides an INTRANET site for software such as Adobe Acrobat and others. Users will contact the MIS microcomputer specialist if they require software other than what is provided on the INTRANET. MIS will then obtain the software and include it on the INTRANET if appropriate. Under NO circumstances will users directly download software from the Internet.
 - c. Accessing e-mail from other than City's e-mail system. This includes all personal mail from places like, but not limited to, Hotmail, AOLMail, etc.
 - d. Posting items on the Internet that do not reflect the policies of the City of Chula Vista.
 - e. Operating a business through the City of Chula Vista's Internet link.
 - f. Generating, storing, or transmitting communications, files, programs or use date or other matter containing offensive or harassing statements including comments based on race, national origin, sex, sexual orientation, age, disability, religion, or political beliefs.
 - g. Sending, receiving, or viewing sexually oriented messages or images.

RESPONSIBLE PARTY

All City employees and volunteers.

RELATED POLICIES

Human Resources Policies and Procedures #705, Discipline

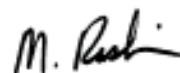
Human Resources Policies and Procedures #908, Misuse of City Property

REFERENCES

N/A

FORMS

N/A



1/18/08

Director of Human Resources

Date

MOTOR VEHICLE GUIDELINES

City vehicles are easily identified as such and thus constitute a traveling advertisement seen by many citizens. They have what advertising employees call high exposure. In our relationship with other motorists and pedestrians while operating City vehicles, we control an important influence upon good or bad public relations with the City. By courteous, considerate driving habits we build good public relations if we apply the principles of defensive driving to avoid accidents.

The following safety procedures are established:

1. The City shall maintain all vehicles in safe operating condition through preventative maintenance.
2. All volunteers shall verify the safe operating condition of any vehicle or mobile equipment they are assigned to drive. Volunteers shall report all operating defects or problems to the Equipment Garage as soon as possible.

To verify the safe operating condition of a vehicle or other piece of mobile equipment, volunteers shall perform a safety check each day of at least the following items:

- Horn
- Mirrors
- Windshield washers and wipers
- Seat belts
- All lights and signals (dash check only)
- Brakes (pedal check only)
- Specialized equipment such as backup alarms, dump lights, light bars, hydraulic systems, wheel chocks, etc.

3. Position all adjustments for safe driving before putting the vehicle into gear such as the seat and inside and outside mirrors.
4. Drivers of City vehicles must possess a valid California Driver's License and they must be thoroughly familiar with the state and local regulations governing motor vehicle operation. All City volunteers shall obey the California Vehicle Code. No City volunteer shall operate a vehicle with a revoked or suspended driver license on City time for City business.
5. Always drive responsibly, exercise patience, respect traffic laws and anticipate other drivers' movements to prevent vehicle accidents. Adopt emotional detachment while driving to encourage objective decision-making. EXPECT THE UNEXPECTED – stay alert. Constantly scan the road to see "the big picture". Pay attention to "stale" green lights and prepare to stop. Keep a space cushion around your vehicle and maintain a safe following distance. Avoid acts of discourtesy to others. Prevent falling victim to road rage.

6. Load security:
 - a. Supplies transported in motor vehicles shall be secured in such a manner that they will not be dislodged or fall out or forward during transit or sudden stops.
 - b. Drawers in moveable trucks shall always be secured before the truck is driven.
 - c. All tower equipment (ladder trucks, aerial buckets, etc.) will be checked and secured prior to the movement of the vehicle.
 - d. Only materials and equipment necessary to carry on City work will be transported in or on City vehicles.
7. Never take drugs or strong medication before operating a vehicle. Remember that drugs, illness, or extreme fatigue may affect your ability to judge distances, speed, and driving conditions. Always read warning labels on prescription drugs and over-the-counter medications, such as "may cause drowsiness" or "avoid driving a motor vehicle."
8. All persons who drive or ride in City vehicles will, in all cases, properly wear the installed seat belts.
9. Supervisors are responsible for insuring that all their volunteers are utilizing the installed seat belts.
10. Persons shall not be transported in any vehicle unless safe and secure seating is provided for each such person.
11. Parking vehicles:
 - a. Except when working conditions require otherwise, parked vehicles must have motor stopped, key removed and emergency brakes set, and be left in gear.
 - b. If on a downgrade, turn front wheels towards the curb. If on an upgrade, turn away from the curb. Set brakes, and leave transmission in "park" before leaving the driver's seat.
 - c. To prevent injury and property damage from a vehicle rolling away, place chock blocks snugly against the tire tread of the driver's rear wheel to prevent injury and property damage from a vehicle rolling away. Remember to complete a walk around inspection before removing chock blocks and backing.
 - d. Vehicles **will not** be parked on the wrong side of the street facing traffic except in case of emergency.
 - e. When trucks or vehicles must be stopped on streets or highways, adequate warning signals must be used and also a member of the flag crew, if traffic warrants.
 - f. Turn signals will not be used as a parking warning.
 - g. Before leaving the curb look to see that no cars are approaching from either direction, and signal your intention.

MOTOR VEHICLE GUIDELINES

12. When backing up a vehicle, be sure the way is clear. Get out of the vehicle when necessary and inspect the area to be backed into. Back up slowly. Sound horn while backing when necessary. If there is another volunteer along, the other volunteer should get out and direct traffic.
13. Adopt the following practices to conserve fuel while driving:
 - Accelerate moderately
 - Drive at moderate speeds
 - Anticipate hills and grades
 - Warm up the vehicle's engine
 - Avoid engine idling
 - Maintain tire pressure
 - Don't transport excess weight
 - Avoid short trips
 - Don't ride the brakes
14. Drivers must be particularly alert while driving near children. Children must be kept from playing in or about City owned vehicles. While working in areas such as parks, playgrounds, swimming pools, or community centers, drivers will be especially watchful for children and will drive carefully and slowly at all times.
15. Stay within posted speed limits. Slow down when conditions warrant.
16. Do not assume the right-of-way. The driver who has the last chance to avoid an accident may be the driver with legal responsibility. **DON'T BE PUSHY; YIELD OR STOP.**
17. Keep a distance behind other vehicles so as to avoid tailgating. Do not allow others to tailgate. Slow down, pull over to the side, and let the tailgater pass.
18. Signal intentions at least 100 feet in advance, including change in lanes, and actual change in directions. Avoid sudden braking.
19. Turn on low beam headlights during dark periods of the day, such as during rainstorms and fog. Headlights should be "on" one-half hour before sunset until one-half hour after sunrise. When driving at night or dusk, never drive with only parking lights on. The City encourages using headlights at all times.
20. Special precautions must be taken when work is done in close proximity to traffic. Sometimes work interferes with the normal flow of traffic, posing an obstacle to motorists. Become familiar with the City's approved Traffic Control Plans. Always attempt to park off the roadway rather than in traffic lanes. If your vehicle breaks down in traffic, alert oncoming traffic with emergency flashers or flares.
21. Filling tanks:
 - a. Shut off the motor of the equipment.
 - b. Do not smoke or use cell phones near gasoline pumps.
 - c. Keep the hose nozzle against the edge of filler pipe.
 - d. To avoid spilling gasoline, do not fill tank too fast or too full.
22. In the event of an accident involving City-owned vehicles, the following procedure will be followed:
 - A. **DO:**
 1. In the event of personal injuries to another party, it is your legal duty to see that the injured party receives "first aid." This is not an admission of liability. Call emergency services if there are injuries as soon as possible. Any injury must be reported to Risk management at 691-5096 if anyone is injured.
 2. Report **ALL** accidents to the Chula Vista Police Department as soon as possible. Police are to arrive on scene. All accidents should also be promptly reported to your supervisor.
 3. Obtain full information to assist the police in completing the accident report. Report carefully the position of the respective cars, the location and length of any skid marks, the distance traveled by each car after the collision and any unusual conditions of the roadway, the vicinity, or the respective cars involved. This information is important in placing responsibility for the accident.
 4. Make sure to get insurance information from the other driver(s) involved.
 5. Record the name, address, age, and telephone numbers of **ALL** witnesses, including occupants of the other car. If a name or address is refused or cannot be obtained, get the house number if they live nearby, license number of their car, or if a police officer or other numbered employee of a firm, get their number.
 6. Complete the vehicle accident report, form (A-139), found in the glove compartment of your vehicle.
 7. Forward all accident related material including injury information to the Risk Management Division of Human Resources within 24 hours of the accident.
 8. Damages over \$750 must be reported to the DMV.
 - B. **DO NOT:**
 1. Make admission as to your negligence or fault for **ANY** accident, and under no circumstances assume any liability or authorize any repairs on the other party's automobile.
 2. Take part in any altercation or argument with the other party.
 3. Sign any statement or discuss the accident with any adjuster, attorney or representative of the injured or damaged party. Refer all claimants the Human Resources Department. If you are liable, their claim will be promptly taken care of.



VOLUNTEER PROGRAM

Name: _____ Department: _____

Section 1: Policy Acknowledgment

This acknowledges that I am in receipt of the City-wide Volunteer Orientation packet which contains the following: What is Expected Of Our Volunteers?; Dress Code; Releasing a Volunteer; Background Check; General and Sexual Harassment Policy; Workplace Violence Prevention Policy; Motor Vehicle Guidelines; Substance Abuse Policy; and Internet/E-mail Guidelines.

Section 2: Agreement, Waiver and Release

In consideration of my being permitted to serve as a volunteer, I agree to release and discharge the City of Chula Vista and its directors, officers, employees, volunteers, representatives, and agents from any liability, causes of action, claims or damages for personal injury, property damage, and wrongful death arising from or attributable to my volunteering and agree to indemnify and hold harmless the above mentioned parties from any and all liabilities or claims made by other individuals or entities as a result of my participation except for those claims arising from the sole negligent or willful conduct of the City of Chula Vista or its agents.

I understand that by signing this instrument, I (and my legal representatives, heirs, assigns or any successors of interest) am barred from presenting any claim or instituting any civil action for personal injury, property damage or wrongful death against the City who through negligence or otherwise, might otherwise be liable to me, or other successors in interest for damages.

I HAVE CAREFULLY READ THIS AGREEMENT, WAIVER, AND RELEASE AND MEDICAL TREATMENT AUTHORIZATION AND UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND A CONTRACT BETWEEN MYSELF AND THE CITY AND I SIGN IT OF MY FREE WILL.

Volunteer Signature: _____ **Date:** _____

Section 3: Parental Consent

To be completed and signed by parent/guardian if volunteer is under 18 years of age

I hereby consent that my son/daughter, _____, volunteer for the City of Chula Vista and I hereby execute the Agreement, Waiver, and Release on his/her behalf. I hereby agree to indemnify and hold the persons and entities mentioned above free and harmless from any loss, liability, damage, cost, or expense that may incur as a result of the death or any injury or property damage that said minor may sustain while volunteering.

Medical Treatment Authorization

I authorize the City of Chula Vista and its staff to see emergency medical treatment for my minor child, in the case of accident, injury or illness.

Parent/Guardian: (Print Name) _____

Relationship: _____ Signature: _____